

A.D. 4.5, Victim Services - Prepared for signature 11/19/99 - effective 1/3/00

1. Policy. The Department shall provide notification, support, information and the opportunity for input to victims of crime upon request and in accordance with all applicable laws.
2. Authority and Reference.
  - A. Connecticut General Statutes, Sections 18-81 and 18-81e.
  - B. Administrative Directive 4.1, Offender Records.
3. Definitions. For the purpose stated herein, the following definitions apply:
  - A. Victim. An individual who suffers direct or threatened physical, emotional or financial harm as a result of a crime for which another individual is incarcerated. For purposes of this Directive victim shall also include a member of a deceased victim's immediate family or a legal representative of the victim.
  - B. Victim Services Unit. A section of the Department, within the subdivision of Offender Classification and Population Management, responsible for providing support to victims of crime.
4. Victim Services Manual. The Victim Services Supervisor shall develop a victim services manual detailing the operation of the Victim Services Unit and the Department's programs for victims. The manual shall be submitted to the Deputy Commissioner of Programs for annual review and approval.
5. Request for Victim Notification. Any written request received by the Department from a victim of an offense attributed to a specific individual committed to the custody of the Commissioner shall be referred to or directly forwarded to the Victim Services Unit for review and processing. The Victim Services Unit shall enter a Victim Notification Profile on the appropriate inmate via the RT42, forward a copy of the victims' request to the appropriate facility, and send a copy of CN 4501, Letter of Acknowledgment, Attachment A, to the victim and Office of Victim Services, Judicial Branch.
6. Records Unit Procedures. The Victim Services Unit shall forward a pink file flag card with the words "Victim Notification" stamped on it, along with the inmate's name and number to the appropriate Records Unit. The victim notification card shall be placed on top of Section 4 of the inmate's master file, in accordance Administrative Directive 4.1, Offender Records. The Records Unit shall also receive a copy of the victim's request for notification and a notice that the profile for victim notification has been flagged utilizing CN 4502, Victim Notification Receipt, Attachment B. The Victim Notification Receipt form, Attachment B, shall be signed as acknowledgment of receipt and a copy returned to the Victim Service Unit. Copies of the notice and request shall be maintained separately in a secured confidential file in the Records Unit.

Upon discharge, the Records staff shall place the victim notification file in a sealed envelope and affix the envelope to the pink notification card. Records staff shall then place the sealed envelope and notification in the master file.

7. Removal of Inmate Master File From the Records Unit. Whenever a file containing a pink victim notification card is to be removed from the records office, the notification card shall be removed from the file and remain with a Records Unit staff member. The Records Unit staff member shall immediately replace the notification card in the inmate's master file when the file is returned to the unit.
8. Transfer of File. Upon transfer of an inmate whose file contains a notification card, Records Unit staff shall place the notification letter from the victim in a sealed envelope and affix the envelope securely to the pink notification card. The receiving facility shall immediately detach the letter and file it as detailed in Section 6 above.
9. Readmission. When an inmate is readmitted into the Department of Correction, and still owes obligation to the offense requiring victim notification, such notification shall remain active. Records staff shall forward a copy of the victim notification file to the Victim Services Unit. Upon completion of all obligations regarding an offense with requested victim notification, a victim will need to fill a new request for continued notification. Once the request has been made and processed by the Victim Services Unit, the Records Unit shall then follow the procedure detailed in Section 6. In cases when Violation of Probation (VOP) sentences follow, copies of the VOP Judgment Mitt shall be forwarded to the Victim Service Unit.
10. Removal of Victim Notification. If the victim of a previous incarceration has not requested notification for the current incarceration, in accordance with Section 9 above, the facility shall forward a request to the Victim Services Unit to have the Victim Notification Profile removed. Records Unit staff shall be required to remove the file flag card from the inmate's master file and forward the card and separate confidential file to the Victim Services Unit for filing.
11. Notification to the Victim and Office of Victim Services.
  - A. Discharge, Parole, Community Release or Furlough. The unit administrator or designee shall provide written notification, and telephonically if requested, to the victim and the Office of Victim Services 15 days prior to an inmate's discharge, release to parole, community release or any furlough, to include reentry furlough utilizing CN4503, Victim Notification Form, Attachment C.
  - B. Escape or Return to Custody. If an inmate escapes from custody or furlough and/or if an inmate is returned to custody following an escape, the records unit shall contact the Victim Services Unit who shall attempt to notify the victim and Office of Victim Services telephonically initially, followed by written notification utilizing CN 4503, Victim Notification Form, Attachment C. Facility procedures shall be in place to check the master file for a victim notification card and to notify the victim and Office of Victim Services if an inmate escapes during hours when the records office and/or Victim Services Unit is closed and victim notification is required. The facility shall continue to contact the victim telephonically until contact is made or it is determined that the telephone number on file is not current. If telephonic notification is not possible, written notification shall be sent certified mail by the next mailing day

utilizing CN 4503, Victim Notification Form, Attachment C. All attempts to contact the victim shall be recorded on and placed in the victim notification file.

- C. Access to Records. The Department may make available to the Office of Victim Services direct access to any records in its custody, to include computerized Criminal History Record Information. The Department may also provide access to information for victims as appropriate. Inmates or inmate representatives shall not have access to any portion of the victim notification.
- 12. Victim Notification Update. The Victim Services Unit shall notify the Records Unit of any victim notification update utilizing CN 4504, Victim Notification Update, Attachment D. The Records Unit shall record the information and place a copy of the notice in the victim's separate confidential file, and return a signed copy of the attachment to the Victims Services Unit acknowledging receipt of the updated information.
- 13. Contracted Services. The Department shall contract with an institution of higher education to assist in the development of Victim Services Programs. Services will be provided in coordination with the Volunteer Services Unit and the Center for Training and Staff Development. To the extent practicable, the Department will contract an institution that proposes innovative programs which will address the needs of victims of crimes. Such programs may include:
  - A. Pre-service training of Department staff in victim services issues.
  - B. In-service training of Department staff in victim services issues.
  - C. Training of offenders regarding victim services issues.
  - D. Initiating and coordinating victim impact panels.
  - E. Coordinating victim/offender dialogue.
- 14. Correctional Council on Victim Justice. The Commissioner shall establish the Correctional Council on Victim Justice. The Commissioner shall appoint members from the law enforcement community, corrections professionals, educators, victims, representatives of victim services groups and such other persons as deemed appropriate. The Correctional Council on Victim Services shall have the authority to:
  - A. Assist the Department of Correction in development of victim services and departmental practices that are victim-sensitive by reviewing and commenting upon the agency's goals and objectives and developing recommendations for the implementation of needed services.
  - B. Act as liaison between the Department and the constituents of council members.
  - C. Aid in the victim education process by playing a lead role in professional associations discussing victim issues.
  - D. Educate the public regarding Departmental resources for victims.
- 15. Exceptions. Any exception to the procedures in this Administrative Directive shall require the prior written approval of the Commissioner.

ATTACHMENT A  
LETTER OF ACKNOWLEDGEMENT

Date: \_\_\_\_\_

To:

Dear \_\_\_\_\_:

This letter is to acknowledge receipt of your victim notification request for inmate \_\_\_\_\_ # \_\_\_\_\_. I am sorry that you and your family were victimized and I can assure you that Department of Correction Victim Services Unit will do everything we can to assist you. Your request will be kept confidential and you will be notified in writing and/or by telephone when the inmate(s) is:

- Discharging from DOC custody.
- Transferred to a Community Release.
- Released by the Parole Board.
- Release by Pardon Board.
- Released on Furlough.
- Escape from DOC Custody.
- Returned to custody.

It is important that you notify the Department of Correction, Victim Services Unit of any changes in your address, telephone number or other relevant contact information so that we can notify you in an efficient manner. If the Department of Correction Victim Services Unit can provide you with additional information, answer any questions, or offer referrals to other victim services in our state, please feel free to call at 860-292-3478 or toll free at 888-869-7057.

Sincerely yours

Victim Services Unit

ATTACHMENT B  
VICTIM NOTIFICATION RECEIPT

TO: \_\_\_\_\_

FROM: \_\_\_\_\_

Date: \_\_\_\_\_

Inmate Name: \_\_\_\_\_ Inmate #: \_\_\_\_\_

This memo is to inform you that a Victim Notification request has been processed for the inmate listed above who is currently housed at your facility. The Victim Notification flag has been activated on the RT42 Profile Screen.

Per Administrative Directive 4.5 Victim Services, you are required to ensure that a separate/confidential Victim Notification file is initiated and maintained in the Record's Office. The pink identification card with the words "VICTIM NOTIFICATION" and the inmate's name and number is to be placed on top of Section 4 of the inmate's master file indicating a victim notification is required. Your Record's Office should proceed according to the record's manual regarding any additional victim notification procedures.

Please sign the statement below and return one (1) copy of this entire form to the Victim Services Unit Office Attention Counselor Supervisor and maintain one (1) copy in a separate/confidential Victim Notification file.

Victim Notification  
Record's Office Receipt

This shall confirm receipt of the Victim Notification request regarding the above referenced individual. The information has been placed in a separate/confidential file in the Record's Office. The victim(s) will be notified by certified mail and if necessary, by telephone, prior to any scheduled release or upon escape from incarceration.

Record's Specialist: \_\_\_\_\_ Date: \_\_\_\_\_

Attachments

cc: Victim Notification File

# MEMO

TO:

FROM: Victim Services Supervisor

DATE:

RE: Victim Notification

This memo is to inform you that a Victim Notification request has been processed for the inmate listed below who is currently housed at your facility. The Victim Notification flag has been activated on the RT42 Profile Screen.

Inmate Name: \_\_\_\_\_ Inmate #: \_\_\_\_\_

The purpose of this memo is informational only and no action is necessary at this time.

If you have any questions concerning this information, please do not hesitate to contact me at (860) 292-3478.

cc: file

ATTACHMENT C  
VICTIM NOTIFICATION

To: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Date: \_\_\_\_\_

Inmate: \_\_\_\_\_

Number

The Department of Correction Victim Services Unit has a request for victim notification from you on file with regard to the above referenced inmate. Pursuant to Connecticut General Statutes, Section 18-81e, we are hereby informing you that the following action has or will occur on the date indicated regarding this inmate:

- ☐ Will be DISCHARGING from DOC custody effective \_\_\_\_\_.
- ☐ Will be transferred to a COMMUNITY RELEASE program effective \_\_\_\_\_.
- ☐ Will be released due to a SENTENCE MODIFICATION on \_\_\_\_\_.
- ☐ Will be released by the PARDON BOARD on \_\_\_\_\_.
- ☐ Will be released by the PAROLE BOARD on \_\_\_\_\_.
- ☐ Will be released on FURLOUGH on \_\_\_\_\_ to \_\_\_\_\_.
- ☐ Escaped from DOC custody on \_\_\_\_\_.
- ☐ RETURNED to custody on \_\_\_\_\_.
- ☐ Other: \_\_\_\_\_.

The Department of Correction Victim Services Unit is available to answer any questions you might have regarding this information. Please feel free to write to the Victim Services Unit, 1151 East Street South, Suffield, CT 06078 or call (860)292-3478. Toll free (888) 869-7057

Sincerely,

cc: DOC Victim Services Unit  
Facility Victim Notification File  
Office of Victim Services

ATTACHMENT D  
VICTIM NOTIFICATION UPDATE

Facility: \_\_\_\_\_

Date: \_\_\_\_\_

Inmate: \_\_\_\_\_

Inmate # : \_\_\_\_\_

The Victim Services Unit has received undated address and / or telephone information on the following victim(s) who currently has/have a victim notification on file with the Department of Correction.

NAME: \_\_\_\_\_

NEW ADDRESS:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

NEW TELEPHONE NUMBER:

Day: \_\_\_\_\_

Night: \_\_\_\_\_

Other: \_\_\_\_\_

Please sign the statement below and return a copy of this entire form to the Victim Services Unit.

The above listed information has been added to the Victim Notification File of the above named inmate. The Victim(s) will be notified by certified mail or telephone prior to any scheduled release, furlough, discharge, or escape from incarceration.

\_\_\_\_\_ Date \_\_\_\_\_

Records Specialist

cc: Victim Notification File